



Goddard Procedures and Guidelines

DIRECTIVE NO. GPG 1060.1G
EFFECTIVE DATE: January 31, 2003
EXPIRATION DATE: January 31, 2008

APPROVED BY Signature: Original Signed by
NAME: A. V. Diaz
TITLE: Director

Responsible Office: 300/Office of Systems Safety and Mission Assurance

Title: Management Responsibility

PREFACE

P.1 PURPOSE

This procedure defines the process whereby the Goddard Space Flight Center (GSFC) manages the Quality Management System (QMS) and conducts management reviews to ensure its continuing suitability and effectiveness in satisfying the requirements of ANSI/ASQC Q9001.

P.2 APPLICABILITY

The Center Director's responsibilities, authority and review activities extend to the entire GSFC QMS as documented by GPG 8730.3, its supporting procedures, and work instructions.

P.3 AUTHORITY

NPD 8730.3, NASA Quality Management System Policy (ISO 9000)

P.4 REFERENCES

- a. ANSI/ASQC Q9001, Quality Systems – Model for Quality Assurance in Design, Development, Production, Installation, and Servicing
- b. GPG 1410.1, Directives Management
- c. GPG 1710.1, Corrective and Preventive Action
- d. GPG 5340.2, Control of Nonconforming Product
- e. GPG 8730.3, The GSFC Quality Manual
- f. GPG 9980.1, Internal Audit System

P.5 CANCELLATION

GPG 1060.1F, Management Responsibility

P.6 SAFETY

None.

P.7 TRAINING

None.

P.8 RECORDS

Record Title	Record Custodian	Retention
QMSC Management Review Minutes	QMS Management Representative	* <u>NRRS 1/14 B-1(a)</u> (Permanent. Retire to Federal Records Center when 2 years old. Transfer to National Archives and Records Administration when 20 years old, whichever is sooner.)
QMSC Management Review Action Item Disposition	QMS Management Representative	* <u>NRRS 1/14 B-1(a)</u>

**NRRS – NASA Records and Retention Schedules (NPG 1441.1)*

P.9 METRICS

Management reviews led by the QMS Management Representative will be conducted semi-annually at Executive council.

P.10 DEFINITIONS

None.

PROCEDURES

1. GSFC Organization - The GSFC organization is depicted in the Quality Manual, GPG 8730.3.

1.1 The Center Director designates the GSFC QMS Management Representative, and future designations will be made at the Center Director's discretion.

1.2 The QMS Management Representative designates a QMS Council (QMSC), consisting of representatives nominated by the Directorates and Offices of the Executive Council, and appoints an Executive Secretary from its membership.

2. Personnel Responsibilities and Authorities - The responsibilities and authorities of all Center personnel who affect the final quality of GSFC hardware, software, materials, and services products covered by the scope of the QMS, are defined in procedures and work instructions documented in accordance with GPG 1410.1. The QMS documents clearly define the responsibilities and authorities for:

- a. Initiating preventive and corrective action;
- b. Identifying and recording product, process and system problems;
- c. Initiating, recommending, or providing solutions;
- d. Verifying implementation of solutions;
- e. Controlling further processing, delivery, or installation of nonconforming product prior to correction or formal disposition.

3. QMSC Responsibilities - The QMSC shall:

- a. Review changes to established QMS GPGs prior to Center review and approval.
- b. Review QMS system level corrective actions.
- c. Define, collect, and organize QMS metrics for Center Management review of the QMS.
- d. Advise the QMS Management Representative regarding QMS implementation and resources issues.

4. Resources - GSFC allocates sufficient resources to manage and perform the work required to meet the customer commitments. The required resources are identified by Product Managers (as defined in the Quality Manual) and are provided by the Center Director through the Performing Directorate or Functional Staff Office. Each Directorate shall plan and allocate resources for the continuous improvement of its work processes.

The QMS Management Representative identifies the resources necessary to implement and maintain the QMS, including the Internal Audit function. The Center Director allocates the necessary manpower and other resources.

5. Status Reporting - The QMS Management Representative shall report urgent issues regarding the status of the QMS to the Center Director in a timely manner. At a minimum, there shall be an opportunity for such reporting at Executive Council meetings.

6. Management Review of the QMS - The QMS Management Representative (referred to as the Management Representative) reports semi-annually to the Center Director and Executive Council on the performance of the QMS. The QMSC Executive Secretary shall schedule the review through the Executive Secretary of the Executive Council, ensuring that the Center Director or designee and the Management Representative will be in attendance and that all other organizational members of the Executive Council are represented. Minutes will be kept by the Management Representative and will as a minimum consist of the presentations made relative to QMS issues. The report shall be an executive summary of QMS metrics as provided by the QMSC and include other pertinent information gathered throughout the reporting period. Such information shall include:

- a. Internal audit results (refer to GPG 9980.1);
- b. Nonconformance Reports for process and product performance (refer to GPG 5340.2);
- c. Corrective and preventive actions (refer to GPG 1710.1);
- d. Customer feedback;
- e. Proposed changes to the QMS and recommendation for improvement;
- f. QMS issues;
- g. Actions from previous reviews.

The report shall address the continuing suitability and effectiveness of the GSFC QMS policy, objectives and implementation. The Management Representative shall maintain a record of the Center Director's review that shall include the presentation materials. The Management Representative shall maintain an action item list for any actions resulting from the review. The action item list shall include a description of the issue, the due date, and the responsible Executive Council member. Any issue presented or raised at the review shall become an action item that requires a written disposition and closure from the Management Representative. The written disposition shall be submitted to the Management Representative and maintained as a record. The Goddard Management Tracking System (GMATS) may be used to maintain an action item list, but detailed dispositions must be kept in a separate file owing to character limitations of the GMATS.

CHANGE HISTORY LOG

Revision	Effective Date	Description of Changes
Baseline	08/12/98	Initial Release
A	10/6/98	Format change – Revised headers and footers. Added GPG 8730.3 reference. Changed identification of QMS Management Representative. Changed QMS review from annually to quarterly. Review attendance revised to cite Executive Council. Review action item requirements expanded.
B	02/19/99	Added a requirement for the appointment of a QMSC Executive Secretary and specified associated duties. Added a requirement for the Management Representatives to report QMS status in a timely manner. Expanded the requirements for Management Review of the QMS, including specifying review attendees and action item tracking. Deleted QMSC responsibility for GPG document control and approval. Deleted GSFC Org. Chart by reference to Quality Manual. Changed title to Paragraph 2.4 and substituted text from the Quality Manual for the current version. Deleted items d. and e. from Paragraph 2.6.
B	03/10/99	Changed person responsible for maintaining the QMS Performance Report from QMSC Executive Secretary to QMS Management Representative and for maintaining the QMS Management Review Action Item List from the QMSC Executive Secretary to the Executive Council Secretary.
B	03/29/99	Moved paragraph 3. Records to P6 in order to comply with GPG 1410.1.
C	08/18/99	Correct QMS Executive Secretary in paragraph 2.6 to read Executive Council Secretary. Corrected grammatical errors in paragraphs P1, 2.6, 2.6.g.
D	11/19/99	<ul style="list-style-type: none"> - P6 -- Add action item disposition and delete action item list. - 2.1.1 -- Delete Directors of Code 400 and 500 as management representatives and change related reference. - 2.6 -- Change responsibility for review schedule, agenda, and record to QMSC executive secretary. - Change action item disposition concurrence to management representative.

DIRECTIVE NO. GPG 1060.1G
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Page 6 of 6

Revision	Effective Date	Description of Changes
E	11/16/01	Paragraph 6. - Reflected QMS Management Representative as the record keeper for QMS reviews and action item lists as discussed at Executive Council sessions. Deleted role of QMSC secretary in closing actions with the Executive Council Secretary.
F	06/03/02	Changes Management Review requirement from quarterly to semi-annually.
G	01/31/03	<ul style="list-style-type: none">- P.8 – changed “QMSC” Management Representative to read “QMS” Management Representative- 1.2 – Modified to reflect that the QMS Management Representative designates members of the QMSC.- Adds to Procedures, paragraph 4. Resources, language to ensure continual improvement of QMS effectiveness.